
Overview

This standard is about developing and reviewing policies and procedures for minimising the risk of violence in the workplace. It includes the skills and knowledge required for developing effective policies and procedures which specify the relevant standards for safe working practice, as well as reviewing their effectiveness and recommending further changes.

This standard is for anyone responsible for developing policies and procedures for reducing the risk of violence at work.

Performance criteria

You must be able to:

1. align your risk assessments, guidelines and rules on social media with organisation's policies and procedures
2. develop the set of criteria for unacceptable behaviour in consultation with employees
3. consult with all relevant employees during the development of the policies about managing the risks of violence
4. elaborate a statement about the employer's duties and responsibilities for managing and communicating the risks of violence at work
5. specify organisation's proposals for reducing risks of violence and relevant procedures for responding to incidents, including the use of physical intervention
6. summarise all support measures available to employees involved in an incident
7. develop safety procedures for specific job roles exposed to the risks of violence
8. detail training requirements informed by a training needs assessment
9. align policies and procedures with organisational requirements before their publication
10. communicate organisational policies and procedures about rights and responsibilities of service-users and employees
11. follow the guidelines to help implement the procedures for reducing the violence in the workplace
12. identify measures for monitoring the procedures and checking their effectiveness against set criteria
13. identify the regularity of policies and procedures review
14. review any changes in job roles and the working environments which may impact on the policies and procedures
15. carry out consultations with employees and confirm the criteria regarding unacceptable behaviour
16. review the policies and procedures for preventing and managing work-related violence with responsible employees and make necessary changes
17. check and record if the procedures are being followed on a regular basis
18. check that the procedures are understood and followed by all employees
19. communicate changes in policies and procedures to all employees

Knowledge and understanding

You need to know and understand:

1. the procedures for safeguarding confidentiality in accordance with data protection regulation
2. your legal duties for ensuring your and other employees' well-being, safety and health in the workplace
3. the channels of communication within your organisation
4. the relevant procedures for reporting injuries, diseases, near misses and dangerous occurrences
5. the officers responsible for the organisation's security, health and safety and everyone's well-being
6. the organisational values to inform the development of the policies
7. the relevant procedures for reporting injuries, diseases, dangerous occurrences
8. the risks associated with each job role and working environment
9. the job roles and responsibilities of all employees you are responsible for
10. how to decide and define acceptable and unacceptable standards of behaviour from service users and workers
11. the organisation's position on the use of physical intervention
12. the legal, moral and physical implications of physical intervention
13. the training requirements for each job role for preventing and managing work-related violence
14. the information required for evaluation of effectiveness of the review
15. the external sources of information and advice which can be used to develop policies and procedures
16. who is responsible for review of the effectiveness of the procedures
17. the importance of checking whether the procedures are adequate and remain fit for purpose
18. how to check employees' understanding of the policies and procedures for preventing and managing work-related violence
19. the relevant legislation for health and safety at work
20. the rules and etiquette of social media and online methods of communication
21. the legal responsibilities and your organisation's policy and procedures

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Glossary